

at work

Information on workplace research from the **Institute for Work & Health**

This Issue

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New Institute project focuses on influential health care professionals

For Workplace

Institute announces new area manager

For Policy

Psychologist joins IWH Workforce researchers

For Researchers

Mustard Fellowship recipient for 2001 announced

This Issue's Supplement

Of interest to our workplace readers, November's supplement is a special report on the Healthy Workplace Balanced Scorecard project underway at the Institute. For more information see the article on page 3, or the accompanying Special Report.

To be notified by e-mail when a new issue of *At Work* is published and available on our Web site, send your e-mail address to atwork@iwh.on.ca.



**Research Excellence
Advancing Employee Health**

DASH Outcome Measure Now Online

The DASH Outcome Measure, a self-completed questionnaire used to measure disability and symptoms related to upper-limb musculoskeletal disorders, is now accessible on the Institute's Web site.

Located on the Home Page under the Spotlight section, the DASH (Disabilities of the Arm, Shoulder and Hand) is available in Adobe's Portable Document Format (pdf) and can only be accessed after filling out an online *Intent to Use* form.

"This will enable our users to receive the DASH Outcome Measure and related information in a more timely and cost-efficient manner," said Dorcas Beaton, a scientist in the Institute's Health Services Research, Monitoring, & Evaluation area. "We hope the availability of an electronic copy will permit more people to use this tool."

As one of the Institute's most requested publications, the DASH Outcome Measure was designed to be sensitive to disability from



disorders affecting any part of the upper limb, eliminating the need for separate questionnaires for shoulder, wrist, or elbow problems.

The *Intent to Use* form requires the user to provide contact information and a brief summary of the intended use of the DASH Outcome Measure. This information will

be kept on file so that we can notify the user of updates to the instrument or scoring instructions.

The DASH section on the Web site also includes Frequently Asked Questions, a bibliography, and information on the development of the DASH. The DASH Manual, which contains information on how to use the DASH as well as a comprehensive background documentation on the development of the tool, is also highlighted. 🏔️

To Access the DASH Outcome Measure, log on to the Institute's Web site at: www.iwh.on.ca

Click on the DASH Outcome Measure box in the Spotlight Section, or select the publications section of the site.

The Institute recently co-hosted, along with The Institute for Health & Productivity Management (IHPM), the North American Leadership Summit: Employer Advances in Health and Productivity Management. Pictured are **Terrence Sullivan** IWH President (left) and **Sean Sullivan** President & CEO, IHPM (no relation). The meeting brought together 125 business executives from Canada and the US to discuss innovative ways of improving employee health and corporate productivity.



The Institute for Work & Health is a knowledge-based change organization that strives to research and promote: new ways to prevent workplace disability, improved treatment, and optimal recovery and safe return-to-work.

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Clinical

TARGETING COMMUNITY EDUCATORS PART OF IWH PROJECT

The Institute's Research Transfer team is investigating the use of 'Education Influentials' (EIs) as part of the continuing challenge of delivering our research messages to receptive target audiences.

'Education Influentials' is a term coined by knowledge-transfer researcher Roland Hiss. Hiss demonstrated that health care professionals (in his preliminary work, physicians) achieve much of their on-going learning from peers who they self-select as mentors and teachers. Hiss showed that these individuals (EIs) share common characteristics and that it was possible to systematically identify them by polling a group of health care professionals within a 'practice community'.

At the Institute, we are in the process of identifying EIs who are members of our

audiences. Once identified, we will invite these individuals to attend an interactive learning session focussed on delivering our current key research messages. The sessions will provide these EIs with an array of material and allow them to discuss current research knowledge — generated by ourselves and others— with Institute scientists. As the EIs return to their practice communities, they will take with them this knowledge which will in turn find its way to their peers who are linked informally to these EIs for ongoing education.

In Hiss' original work the 'practice community' was readily at hand (community hospitals) but our task has different challenges as we will seek to identify EIs across the province. We are beginning this challenge with physiotherapists and chiropractors. We plan to also employ it with other groups. 🏡

For more information in the EI project, please contact **Rhoda Reardon**, RT Associate at rreardon@iwh.on.ca.

WHAT'S ON THE WEB

So what's new at the Institute? We've launched a new section on the Web site that highlights Institute events, people, and new publications.

Called **What's New**, this section keeps you up-to-date on what's happening within the Institute community. We've grouped the information into three areas.

- **Events** This part of the site lists conferences and lectures in which Institute staff are involved. We'll keep you updated on WorkCongress5 developments here.
- **People** Staff achievements including awards, grants and special appointments will be the main focus for this section. New Institute staff members will also be featured here.
- **Hot off the Press** This section will highlight the new editions of At Work and Infocus. We will also provide you with a list of our latest working papers as well as other special publications including Institute news releases.

To access What's New, simply go to the Institute's Web site at: www.iwh.on.ca and click on the **What's New** icon in the Spotlight section.

By the way, please don't forget to fill out our **Tell Us What You Think** survey so that we can fine-tune this section to suit your needs.

Questions about the Web site should be directed to: Katherine Lukewich, Web Coordinator at: klukewich@iwh.on.ca





Workplace

NEW MANAGER FOR WORKPLACE STUDIES

The Institute is pleased to welcome Gail Hepburn as an Associate Scientist and the manager of our Workplace Studies team. Dr. Hepburn holds a BSc from Trent University, and an MA and PhD from Queen's University. Her graduate work was conducted in the Department of Psychology at Queen's with a specialization in organizational psychology.



Gail Hepburn

She has just completed a Social Sciences and Humanities Research Council of Canada Post-Doctoral Fellowship. The award was held in the Department of Psychology at the University of Guelph. Her research interests include the areas of workplace safety and health, and the psychology of unions. Hepburn has particular

interest in workplace stressors and coping, workplace aggression, work-family balance, and organizational change. 🏡

HEALTHY SCORECARD SUPPLEMENT

This issue's supplement is a special report on the Institute's Healthy Workplace Balanced Scorecard project. The Scorecard is in the pilot stage of its development and this report highlights the scorecard's main message that "what gets measured, gets done:" tracking a balanced set of key "healthy workplace" indicators can help improve your workplace's health and safety.

Improving the health and safety of employees and creating a healthy workplace can make good financial sense. Decreased absenteeism and more satisfied employees may enhance individual and organizational performance. One way to ensure that health and safety gets the attention it requires is to measure upstream health and safety indicators. 🏡

INSTITUTE TAKES ACTIVE PART IN KNOWLEDGE TRANSFER CONFERENCE

The Institute for Work & Health recently co-sponsored a unique national conference focusing on strategies for knowledge and research transfer.

The concept of knowledge transfer, especially in health, has received increased attention over the past few years. The Institute is taking a leading role in its development amongst health research organizations. This conference was designed to evaluate the challenges of knowledge transfer and suggest potential solutions.

Individuals from sectors outside of health — including agriculture, marketing and lobbying — spoke at the conference, and brought new approaches and techniques to the attention of the audience.

The two-day conference was held in Toronto on October 26 and 27, and featured speakers from a variety of disciplines, including:

- Emmanuel Rosen, author of *The Anatomy of Buzz: How to Create Word of Mouth Marketing*
- Mac Penney, Vice President, GPC Canada
- Allan Andreasen, Interim Executive Director, Social Marketing Institute
- Gord Surgeoner, President, Ontario Agri-Food Technologies
- Jonathan Lomas, Executive Director, Canadian Health Services Research Foundation
- John Lavis, Associate Research Director, Institute for Work & Health

A full report about this conference will appear in the next issue of *At Work*. 🏡



Policy Makers

INSTITUTE WELCOMES ADDITION TO WORKFORCE TEAM

F. Curtis Breslin joined the Institute in the Fall of this year, and took up a position as Scientist with the Population and Workforce Studies area. Dr. Breslin received his Ph.D. in clinical psychology from Rutgers – The State University, New Jersey in 1992.

Previously, he was a scientist at the Centre for Addiction and Mental Health where he conducted clinical and health services research on problem drinkers. He is

also affiliated with the Department of Public Health Sciences, at the University of Toronto.



F. Curtis Breslin

His current research interests are the effects of unemployment on mental health among youth and the association between part-time employment and substance use among young workers. 🏡



Research

NEW MUSTARD FELLOWSHIP RECIPIENT APPOINTED

Institute President Terrence Sullivan is pleased to announce the appointment of Alina Gildiner as the Mustard Fellowship recipient for a two-year term beginning in early 2001.

Ms. Gildiner was a clinical physiotherapist with a specialty in musculoskeletal injury before moving to rehabilitation consulting. In that role, she designed and implemented an employee injury reduction program at a large community hospital and then case managed auto insurance claimants with a private consulting company.

A growing interest in the legislative frameworks for rehabilitation activities led her to pursue graduate work. She is completing her doctorate in health policy in the Department of Health Administration at the University of

Toronto. Ms. Gildiner is examining the politics of how public and private roles in the rehabilitation sector have been reshaped since 1985, and what the implications are for further policy-making.

While at the Institute, Ms. Gildiner plans to continue to develop her research interests in comparative historical analysis of rehabilitation policy and its implications for the working-aged injured.

The Mustard Fellowship in Work Environment and Health is named in honour of Dr. J. Fraser Mustard, who was the founding chair of the Institute's board of directors. The purpose of the fellowship is to develop promising young researchers in the area of work and health. 🏆

RECENTLY PUBLISHED

The Institute has added four publications to its Working Paper series. To order any

of these papers, visit our Web site at www.iwh.on.ca, or contact Greer Palloo at info@iwh.on.ca.

Modified Work: Prevalence and Characteristics in a Sample of Workers with Soft-Tissue Injuries. (Working Paper #105) AS Brooker, DC Cole, SA Hogg-Johnson, JM Smith, JW Frank, Early Claimant Cohort Prognostic Modeling Workgroup. 🏆

A critical review of reviews on the treatment of chronic low back pain. (#114) A Furlan, J Clarke, R Esmail, S Sinclair, E Irvin, C Bombardier 🏆

A Review of Health-Related Work Outcome Measures, Their Uses and Recommended Measures. (#131) BC Amick, D Lerner, WH Rogers, T Rooney, JN Katz 🏆

Determinants of Return to Work and Duration of Disability after Work-Related Injury and Illness: A Review of the Literature. (#132) N Krause, JW Frank, LK Dasinger, TJ Sullivan, SJ Sinclair, L Rudolph 🏆



Representatives from the Dutch occupational health and safety service provider Arboned visited the Institute in October. The meeting, hosted by IWH President Terrence Sullivan, included presentations from Institute researchers on disability management and return-to-work predictors.



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